



Region VII, Library of California
Gold Coast Library Network

4882 McGrath Street, Suite 230, Ventura, CA 93033 (805) 477-0390 phone (805) 477-0521 fax

May 23, 2001

Library of California - Plan of Service
California State Library - LDS
900 N Street, Room 500
Sacramento, CA 95814

Enclosed are 5 copies, 1 with original signature, of the revised 2001/2002 Plan of Service. This revised Plan of Service was approved by the Board of Directors at its May 10, 2001 meeting.

Sincerely,

Judith Segel
Chief Executive
Gold Coast Library Network

LIBRARY
OF
CALIFORNIA



CALIFORNIA
STATE LIBRARY
FOUNDED 1924

LIBRARY OF CALIFORNIA
2001/02 PLAN OF SERVICE
(revised April 30, 2001)

Regional Library Network: Gold Coast Library Network - Region VII

Address: 4882 McGrath Street, Suite 230
Ventura, CA 93003-7721

Telephone: (805) 650-7733

FAX: (805) 642-9095

E-Mail: jsegel@rain.org

Contact:

<u>Judith Segel</u>	<u>Chief Executive</u>
Name	Title

Authorized signature John D. Murray

Name: John Murray Date: May 23, 2001

Title: Chair, Gold Coast Library Network Board of Directors

Submit in 5 copies, 1 with original signature, by 4:30 p.m., Friday, May 25, 2001 to:

Mailing

Library of California – Plan of Service
California State Library - LDS
P.O. Box 942837
Sacramento, CA 94237

Shipping/Delivery

Library of California – Plan of Service
California State Library - LDS
900 N Street, Room 500
Sacramento, CA 95814
(916) 653-5217

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

18841. Administration

1. Program Description

This Annual Plan of Service provides minimal staff (Program Manager and Technical Librarian) sufficient to support the decision-making activities of the Network Council, Board of Directors and Committees. The Administration Program of Gold Coast Library Network carries out the day-to-day activities of the Network in support of resource sharing. The administration provides the planning and policy making required to ensure the success and continuation of the Network with improvement of services to library users. Staff will complete all required reporting to the Library of California and the operation of the non-profit organization, adhering to all regulations.

The Gold Coast Library Network staff may participate in a limited number of activities of professional associations, networks, boards, and committees, if funding permits.

2. Service Delivery

Standards: ▪ Timely, accurate, and complete work

▪ Attendance at Regional Network meetings and a few LoC meetings

Measures: ▪ Timely response with organized information to requests from the public, member libraries, committees, network representatives, and Board of Directors
▪ Number of on-time documents
▪ Number of attended conferences and meetings and number of committee appointments

3. Evaluation

Ongoing review of the Network's administrative activity and tasks will be provided by the Network Council, Board, Officers, and staff. Particular attention will be paid to expressions of member library satisfaction and awareness of Network programs and services. The development of the Annual Plan of Service and Annual Budget and revision of the Long Range Plan offer an opportunity for a formal evaluative review.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

4. Budget (Administration)

Category	LoC
1. Personnel	85,900
2. Operations	53,350
3. Materials	0
4. Equipment > \$5,000	0
5. Total	139,250

5. In FY 2001-2002, available funding has been allocated to maintain the basic administrative services for all members including those approved at the Board's April meeting for membership beginning July 1, 2001.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

18842. Telecommunications Infrastructure

1. Program Description

The Gold Coast Library Network will enhance resource sharing by maintaining the Cat-A-Link Gold virtual catalog. The ongoing program costs are the T-1 line, support from the Internet Service Provider and technical support from the software vendor. The technical librarian will oversee and troubleshoot problems with the system.

The Interlibrary Loan and Resource Sharing Committee will encourage member libraries to work toward direct loan using in the Cat-A-Link virtual catalog as a resource sharing identification tool.

The Gold Coast Library Network Online Services and Reference Committee will survey special collections in the Region, advise organizations how to make their collections more accessible, and assist in obtaining grant funding for conversion of records, software and gateways that are Z39.50 compliant, if funding is available.

Grant funding in 2000-2001 provided for the purchase of videoconferencing equipment for three of the Region's outlying public libraries. The purpose for the equipment is to increase the communication among library members. The technical librarian will ensure maintenance of the telecommunications infrastructure and equipment for videoconferencing at the three sites. The Gold Coast Library Network covers the cost of the ISDN lines needed to support this service. The technical librarian is the first line of troubleshooting for the three sites and is assisted by the ISDN vendor as needed.

The Gold Coast Library Network will maintain its web site for the Network members.

2. Service Delivery

- Standard:**
- Uninterrupted service to members on Cat-A-Link Gold virtual catalog
 - Working equipment at the three videoconferencing sites
 - Useful Gold Coast Library Network web site
 - Identify libraries with uncataloged collections
 - Identify libraries with non-compliant Z39.50 catalog or service software

- Measures:**
- Amount of Cat-A-Link Gold virtual catalog system availability
 - Statistics of use and program evaluations from videoconference site managers
 - Regular review of web site for accuracy and currency and statistics from site
 - Focus groups or small group meetings to understand direct loan
 - Number of collections identified

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

3. Evaluation

Since Cat-A-Link Gold is a new system, Network staff will frequently ask users for feedback.

The technical librarian will be measuring any system problems, including how well the system works, how frequently the system is used, what portions of the system are being used, and types of problems experienced by participants' staff and users.

The web site will provide usage statistics and staff will review the site on a regular schedule for accuracy, completeness, and timeliness.

4. Budget (Telecommunications Infrastructure)

Category	LoC
1. Personnel	45,000
2. Operations	10,500
3. Materials	0
4. Equipment > \$5,000	0
5. Total	55,500

5. In FY 2001-2002, funding is adequate to maintain the telecommunications infrastructure for all members including those approved at the Board's April meeting for membership beginning July 1, 2001, because the major development of the infrastructure was supported by Network planning grants.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

18842. Regional Delivery

1. Program Description

The Gold Coast Library Network will enhance resource sharing by continuing on-site pickup and delivery of interlibrary loan materials for its member libraries. A courier service is the current mode of delivery used. The goal of the program is to provide member libraries with hassle-free, delivery service and library users with the resources they require in a convenient location. Support staff will reconcile the billing and make statistical reports on the use of the service. (CSLA-funded delivery among the Region's public libraries continues through the Black Gold Cooperative Library System.)

2. Service Delivery

Standard: ▪ Prompt delivery and return of ILL materials in the delivery system

Measures: ▪ Number of items shipped, stops, and deliveries completed within 48 hours

3. Evaluation

Statistics will be collected from the courier online tracking system of deliveries. The delivery service program will be reviewed regularly and changes will be incorporated to meet the regional delivery model of the Library of California.

4. Budget (Regional Delivery)

Category	LoC
1. Personnel	10,000
2. Operations	45,000
3. Materials	0
4. Equipment > \$5,000	0
5. Total	55,000

5. In FY 2001-2002, it is expected that funding is adequate for regional delivery for all members including those approved at the Board's April meeting for membership beginning July 1, 2001, but we do not yet have the expertise and data to be certain this is a good estimate.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

18845. Training and Continuing Education

1. Program Description

The Gold Coast Library Network will offer library training programs for member libraries' staff on topics of interest. The Network will contract for training with an existing service provider in or out of the region.

The Network will facilitate and encourage the use of the videoconferencing equipment by member libraries. The Network will assist member libraries in locating suitable programming and help with planning and advertising events.

The Network is planning to develop a calendar of training and continuing education classes available in Region VII and adjacent areas and post this calendar on the Network's web site. With guidance from the Training and Technical Service Committee, the Network will plan a clearinghouse of useful technical information and services for member libraries.

2. Service Delivery

- Standard**
- Provide at least one service training program in the center of the Region
 - Increase the usage of the videoconferencing equipment by 80%
 - Develop current calendar of training and continuing education classes for Network's web site
 - Plan for clearinghouse of useful technical information and services

- Measures:**
- Training program attendee evaluations
 - Videoconferencing usage statistics and reports
 - Number of calendar page hits on Network Web site and comments from member libraries

3. Evaluation

In addition to training service program attendee evaluations, the Network will review what other regions are providing and ask for suggestions from supervisory staff at member libraries. Videoconferencing usage statistics and reports will help us know how to support the use of the videoconferencing equipment. Members will be asked if the calendar of training and continuing education classes is useful. The calendar will be checked and monitored regularly to be sure the information is current and accurate.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

4. Budget (Training and Education)

Category	LoC
1. Personnel	5,000
2. Operations	4,000
3. Materials	0
4. Equipment > \$5,000	0
5. Total	9,000

5. In FY 2001-2002, funding will cover a minimum amount of training and continuing education plans for all members including those approved at the Board's April meeting for membership beginning July 1, 2001.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

18846. Information and Referral

1. Program Description

Gold Coast Library Network, working with the Online and Reference Committee, will renegotiate the Network's existing database contracts and evaluate possible new database purchases for member libraries.

Gold Coast Library Network will study the needs of the member libraries' users and determine if there is a need for question answering. The network is observing and evaluating the 24/7 pilot program in Region IV and will seek possibilities for collaborating with another Region or Regions for this service.

2. Service Delivery

- Standard:**
- Obtain best-price contract for online databases for member libraries
 - Provide information, demos, prices on databases to be considered for purchase in the following year
 - Review existing information and referral programs and evaluate Region VII's need and desire for this service

- Measures:**
- User usage reports on currently used databases
 - Online and Reference Committee Reports on service needs

3. Evaluation

A needs assessment of the Network's Core Planning Group showed that the highest desired network service is regional database purchasing. Methods for selection of databases, cost to libraries, and whether to continue a database will be addressed with every considered purchase.

Direction from the Online and Reference Committee and Board of Directors will determine how Gold Coast Library Network proceeds with an information and referral service, such as 24/7.

4. Budget (Information and Referral)

Category	
1. Personnel	31,100
2. Operations	11,727
3. Materials	0
4. Equipment > \$5,000	
5. Total	42,827

5. In FY 2001-2002, funding is adequate for Information and Referral services for all additional members and participating libraries that the region submitted for approval at the Board's April meeting for membership beginning July 1, 2001.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

18847. Public Awareness

1. Program Description

The Network Council, Board of Directors, and Committees will participate in activities to inform community organizations and the general public about the services Region VII provides. Network staff will provide follow-up and support for these awareness activities. Publicity will emphasize the purposes of Network activity—increased resource sharing and improved service to library users.

The Network will continue to promote the Library of California programs to its membership. The Network will use promotional materials, such as posters, decals, and bookmarks to disseminate information and increase awareness. The Network will also continue ongoing press coverage at various media outlets.

Working with the Membership Committee, Gold Coast Library Network will identify potential new members and inform them about the Network's services. The Membership Committee will be focusing on school and special libraries.

2. Service Delivery

Standard: • Participate in activities to inform organizations and the public about Region VII's services

- Deliver Network awareness materials to member libraries throughout the year
- Recruit new members

Measures: • Number of events or workshops attended

- Quantities of promotional materials distributed to member libraries
- Number of potential members and number of new members

3. Evaluation

Increasing public awareness of the services Gold Coast Library Network provides through the Library of California is important for building membership and participation of existing members. A growing membership and involvement of members in the Network's governing structure would indicate that this type of activity is effective. Public awareness of the Library of California services is also important for needed legislative support.

4. Budget

Category	LoC
1. Personnel	10,000
2. Operations	0
3. Materials	0
4. Equipment > \$5,000	0
5. Total	10,000

5. In FY 2001-2002, funding is adequate to maintain a minimal public awareness program for all members including those approved at the Board's April meeting for membership beginning July 1, 2001.

LIBRARY OF CALIFORNIA NETWORK PLAN OF SERVICE

Regional Library Network: Region VII Gold Coast Library Network

SUMMARY PAGE

1. Consolidated budget. Please summarize all program budgets in this final table:

Category	LoC
1. Personnel	187,000
2. Operations	124,577
3. Materials	0
4. Equipment > \$5,000	0
5. Total	311,577

2. Anticipated membership 2002/03

Library Type	2001/02	2002/03
Academic Library Members	14	15
Participating libraries	14	15
Public Library Members	7	7
Participating libraries	32	34
School District/Independent Members	7	10
Participating libraries	9	15
Special Libraries Members	15	17
Participating libraries	15	17
Total Members	44	49
Total Participating	70	81

Gold Coast Library Network's long-range plan remains the same.